

JOB DESCRIPTION
MURFREESBORO POLICE DEPARTMENT
DISPATCHER

1. JOB TITLE: DISPATCHER

2. DEFINITION: A full-time Dispatcher receives incoming emergency calls and calls from the public requesting information. A Dispatcher must be able to contact the appropriate agency or agencies and dispatch medical, police, and fire personnel appropriately; must be capable of performing job functions independently and in conjunction with other dispatchers; and must be able to calmly deal with emergency situations and dispassionately and logically communicate with the public, some of whom are under extreme distress. A Dispatcher must be able to hear and speak clearly and intelligently in order to logically communicate with others over the telephone, radio, telecommunication device for the deaf (TDD) and computer. The employee must be available for rotating and odd work schedules. The employee is responsible through the chain of command to the Police Chief. All employees are responsible to the City Manager. This position is classified as Non-Exempt for the purposes of the Fair Labor Standards Act. As Safety Sensitive, the employee is subject to pre-employment, reasonable suspicion, post accident (incident), random, promotion and transfer, return-to-duty and follow-up drug and alcohol testing.

3. EQUIPMENT/JOB LOCATION:

- a. The employee must be able to operate all the equipment associated with the daily operation of the Police/Fire Communications Center including personal computer and peripheral equipment, audio recording device, fax machine, copier, NAWAS phone, telephone consoles, radio consoles, TDD and typewriter.
- b. The job location is in the Communications Center of the Murfreesboro Police Department. All City facilities and vehicles are tobacco-free.

4. ESSENTIAL FUNCTIONS OF THE JOB:

- a. Hears and quickly comprehends various radio and telephone communications and establishes their priority.
- b. Reads and comprehends TDD, computer communications and traffic cameras.
- c. Speaks clearly, enunciates words and communicates messages and information logically and intelligently.
- d. Accurately enters data into a computer from police and fire radio transmissions.
- e. Handles emergency situations calmly and patiently.
- f. Sits and operates communication equipment for an entire workday.
- g. Maintains confidentiality about information learned on the job.
- h. Accurately and legibly prepares handwritten records.
- i. Sits, stands, bends, stoops, and walks intermittently.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- a. Must meet all qualifications established by Tennessee State Law, T.C.A. Section 7-86-201, and as same may be amended.
- b. Must be a minimum of twenty-one (21) years of age.
- c. Must be a citizen of the United States of America.
- d. Must possess a high school diploma or GED.
- e. Must not have been convicted of, pleaded guilty to, entered a plea of *nolo contendere* to, or received judicial diversion for any felony charges or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, or controlled substances. (While these are absolutely disqualifying, other violations of the law must also be disclosed and may result in non-selection.)
- f. Must not have been convicted of, pleaded guilty to, entered a plea of *nolo contendere* to, or received judicial diversion for any misdemeanor charges involving DUI/DWI or alcohol, or use, possession, manufacture, or sale of controlled substances or drug paraphernalia within the past five (5) years.
- g. Must not have been released or discharged from any of the armed forces of the United States under any category other than "Honorable Discharge".
- h. Must submit to and pass a pre-employment drug and alcohol screen.
- i. Must submit to and pass an audiogram upon offer of employment.
- j. Must possess good keyboarding skills; 35 wpm or greater preferred.
- k. Must possess eyesight adequate to accurately read TDD and various computer printouts and to view and comprehend traffic cameras.
- l. Must possess the temperament and good judgment to effectively deal with the public, including those who may be irate, unreasonable, ill, scared or confused.
- m. Must understand and follow city and departmental rules, policies, procedures and general orders.
- n. Must possess the psychological and emotional qualities needed to handle emergencies, emotional situations and stress inherent in the position.
- o. Work history and/or experience demonstrating good ability to handle stress preferred.
- p. Must possess a good moral character as determined by a thorough investigation conducted by the Murfreesboro Police Department.
- q. Excellent attendance required to meet the responsibilities of the job; work history showing ability to meet attendance requirement, preferred.
- r. Required to report for work on time and perform the responsibilities of the job for an entire workday, including holiday and weekend work. Frequent overtime will be required.

- s. Must have the ability to work different assigned shifts and different days off. Shifts and days off are subject to change based on staffing needs.
- t. Maintains accurate time sheets and submits them to a designated supervisor in a timely manner.
- u. Must pass a physical examination by a licensed physician selected by the City of Murfreesboro upon offer of employment.
- v. Must have fingerprints on file with the Tennessee Bureau of Investigation.
- w. Ability to successfully complete a course of study approved by the Public Safety Committee under T.C.A. Section 7-86-201 and 202.
- x. Must possess the ability to attain police dispatcher training and certifications within one (1) year of employment including, but not limited to :
 - i. TIES basic certification; forty (40) hour class initially, followed by recertification every two (2) years thereafter by Terminal Agency Coordinator (TAC);
 - ii. APCO 911 certification; forty (40) hour class; and
 - iii. Basic operational knowledge of computer-aided dispatch (CAD) functions, applications and basic maintenance.
- y. Must have awareness of cultural diversity in the community and department.
- z. Ability to concentrate and accomplish tasks despite interruptions.
- aa. Must have excellent working relationships with other people in a close confined environment.
- bb. Ability to perform a variety of tasks simultaneously and in rapid succession.
- cc. Literacy in English with the ability to understand and carry out oral and written instructions and posted schedules.
- dd. Ability to comprehend and speak a language in addition to English preferred.
- ee. Ability to maintain harmonious, cooperative and productive relationships with co-workers.

Non-Exempt
Safety Sensitive
August 25, 2008